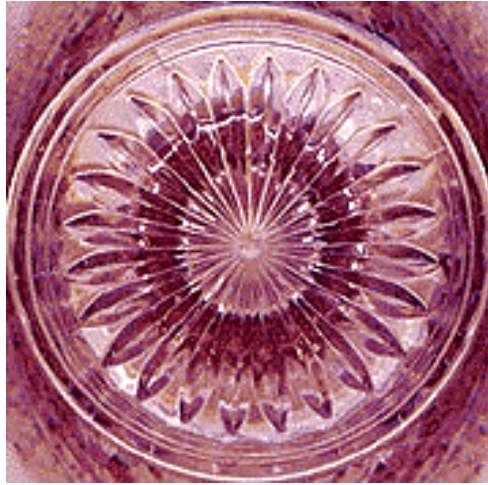


# INFORMATION SERVICES

## POLICY COMMITTEE REPORT



May 12, 2005

Distribution List:

Terry Bundy-L.E.S., Don Herz-Finance, Rick Hoppe-Mayor's Office, Dave Kroeker-County Budget & Fiscal, Ken Kuszak-Information Services, Terry Lowe-Information Services, Dave Mannering-L.E.S., Randy Ober-Information Services, Darrell Podany-City Council, Ray Stevens-County Commissioner, Doug Thomas-Information Services

PDF Distribution List - City Council:

Joan Ray, Jon Camp, Jonathan Cook, Robin Eschliman, Dan Marvin, Annette McRoy, Patte Newman, Ken Svoboda, Glenn Friendt, Terry Werner

INFORMATION SERVICES  
POLICY COMMITTEE

## TABLE OF CONTENTS

	PAGE Number
Monthly Report . . . . .	1
Parking Tickets . . . . .	A-1

# INTER-OFFICE MEMO

**TO:** Information Services Policy Committee

**FROM:** Doug Thomas, Information Services Manager, Information Services

**DATE:** May 10, 2005

**SUBJECT:** Monthly Report

---

## SYSTEMS DEVELOPMENT PROJECTS

### 1. **InterLinc e-Gov**

The InterLinc Action Center (citizen service requests) project began on April 18, 2005. The Phase I module, citizen Internet access, will be completed by 06/10/05. Phase II, internal department and ombudsman system, is targeted for 08/31/05. I.S. will be writing the Action Center software utilizing Oracle9i developer. The WellsFargo / EPOS payment module that had problems processing American Express and Discover Cards has been resolved. The new InterLinc Survey system was deployed on 05/02/05. Training for LLCHD, Public Works, and Planning is scheduled for 05/11/05. Numerous other on-line service efforts have begun including Water Bill Presentation project that will let the customer opt in for eBill/ePay which eliminates the need for paper bills. Online Golf Tee Times should be available this summer. Various department homepages have been updated or in the process to review them. I.S. continues to research the need for Internet content management software in it's efforts to restructure and technically upgrade InterLinc to be compliant with industry standards and Federal 508 rules. (Accessibility Guidelines) I.S. assumed all Internet related support issues from CIC on 03/11/05.

### 2. **Personnel Applicant Tracking System**

LPD requested early recruitment information from Apptrack which was provided by writing a small asp application. A project case study will be produced after one year of operation by I.S. and Personnel to document ROI and process improvements.

### 3. **Lancaster County General Assistance**

I.S. staff have been meeting with the principle players in the SRD effort. A presentation of findings will be given to the GA Monitoring Committee in May 2005.

### 4. **County Attorney/Public Defender Case Management System**

Project planning activities will begin 2nd quarter '05, to determine the scope, technology requirements, and platform selection.

### 5. **Parking Tickets**

The application development effort is complete. Final testing on the InterLinc ePay module will be completed this month. I.S. demonstrated the new system to violations staff on 04/15/05. We have shifted to Bluetooth enabled printing from 802.11 due to consistency in connectivity. Field testing is scheduled to begin May 16, 2005. Final testing of software and hardware will be completed by the end of the month. Depending on the final customer acceptance testing the project will be implemented in the 2nd quarter 2005.

## **6. Fire Systems Rewrite**

The PRIME system components continue to be developed. LFR Training module is in production. The new Incident Reporting module is scheduled to be put into production the first week of June 05. All Fire Captains have been trained in a joint effort between I.S. and LFR. EMSpro is also scheduled to be implemented in June 05. LFR staff have been coordinating all the testing, training, and deployment of the EMSpro software.

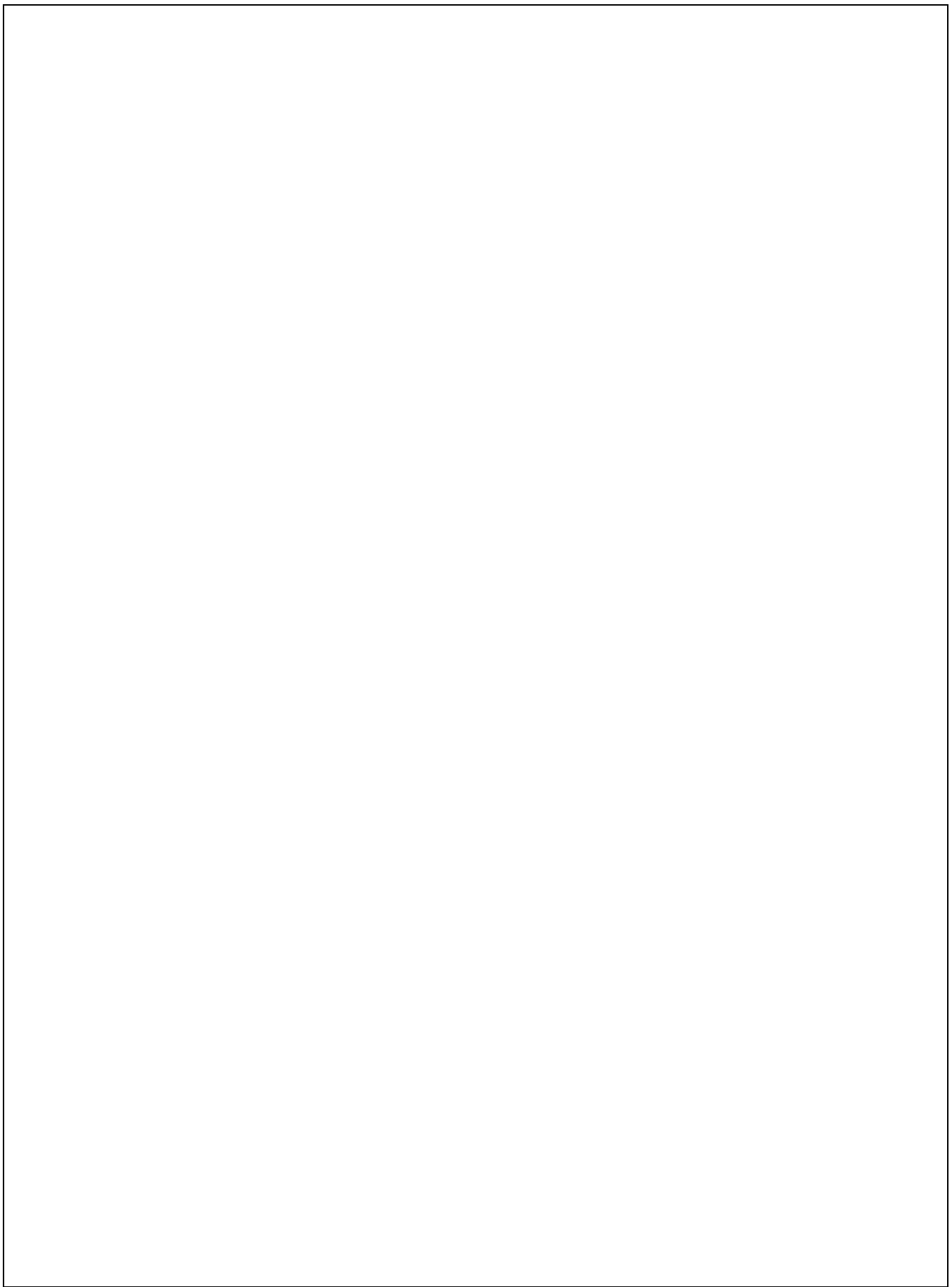
## **OPERATIONAL**

The County PeopleSoft AS/400 prime shift utilization in April was 10.98% compared to 7.09% in March. Disk utilization is 34.4%.

The City Finance IDE AS/400 prime shift utilization in April was 6.93% compared to 8.99% in March. Disk utilization is 73.%. 1. This disk utilization is starting to become an issue and will probably need to expand the disk capacity around the end of the year.

The CJIS Alpha server prime shift utilization in April was 29% compared to 23% in March.

The IBM Multiprise Enterprise Server prime shift utilization was 57.19% in April compared to 54.10% in March. There were 4,724,717 CICS transactions executed which includes 1,684,554 web transactions. The new processor arrived last week and we expect the disk unit to arrive around the end of this week.



# **PARKING TICKETS**

**Project Manager:** Mark Wieting, Terry Lowe  
**Analyst:** Jim Jambor, Dorothy Westphal, Chris Plock

**April 13, 2005**

## **Project Description:**

This system is a rewrite of the Cardinal system currently being used by the Violations Bureau to track parking tickets. It has been decided to make this a browser based application with the data being housed on the Alpha machine using ADMINS as the language to post the data updates. In addition to the coding needed to push data to and from the browser, there will be a field component where the LPD Public Service Officers will enter basic vehicle/plate information into a remote device, produce the paper citation, and transfer the data to the host application.

## **Current Events:**

**04/05 \*** We began conversion of the online ticket payment over to the CJIS system. The first two ticket selection panels have been coded and tested to the point where control is passed to the payment page. We met with staff from Violations Bureau to review the system so far and to demonstrate the hand held units and printers. IS feels we should try to use the 2 inch tape for printing tickets, we will investigate this further with respect to hardware. IS and VB staff have also reviewed all remaining reports for criteria and necessity.

## **Future Events:**

**05/05 \*** Complete the conversion of online payments to the CJIS system. Add all reports to the report menu. Begin system and user acceptance testing for both Violations Bureau and the PSO's.

## **History:**

**09/03 \*** The core project team met to discuss the basic premise of the system, and to discuss options and methods currently in use for browser based systems.

**10/03 \*** No work was performed on the Alpha towards this project. However, Terry and Chris have spent some time researching hardware devices which could be used in the field by the PSOs who will be issuing the tickets.

**11/03 \*** Tim, Mark, and Chris met to discuss some of the methods used in the mainframe web shell programs to begin a process of creating them on the Alpha.

**12/03 \*** We were able to display the menu page using data from the Alpha similar to the process of the mainframe web shells. We will continue to meet with Chris to refine this process and move to the next step.

- 01/04** \* We had demos of the field hardware/software performed by Chris and Terry. Dorothy wrote the XML return module on CJIS for returning the motor vehicle data to the field.
- 02/04** \* We conducted interviews with Violations Bureau staff to get an idea of what the new system should involve. We began creating a sample screen to test the process of creating and displaying HTML from the CJIS machine.
- 03/04** \* Conversion of the data from the Cardinal System was begun. This will be a long process to convert into our ADMINS design. We also began writing two more panels and have begun work to develop standards, comm area, and screen flow.
- 04/04** \* The conversion of data from Cardinal continued. A first cut panel displaying the ticket information was completed and the shell command file for flat screen was started.
- 05/04** \* Work was started on creating the shell for the flat screen by designing the ticket display, entry, update, and delete panel. The display and update portions have been completed and the rest should be done next month. The conversion process has been completed and made ready for the final implementation.
- 06/04** \* The shell command file, report, and screen were completed for flat panel. There will be a little fine tuning done as the next panel is created using the shells.
- 07/04** \* We have completed coding the ticket display/update/delete/add, the owner display/update/delete, ticket list by plate, ticket list by name, ticket list by vin, and have quite a few panels done for the payment process.
- 08/04** \* The ticket and owner notes process was developed and finalized. The receipting screens have been coded as well as the Scoflaw lookup by plate and vin. Work has begun on designing the financial and accounting portion. The receipt adjustment screens have been started. A meeting was held with the LPD Public Service Officers to show them the different devices available for the field. The RECON device was chosen so work can begin on the ticket writing process.
- 09/04** \* The design of the towing module was started, but was tabled while we tried to synch the ticket insert process between the office and the field units. The receipt adjustment and voiding process was also completed.
- 10/04** \* Coding of the tow process was completed. The office screens were turned over to the Violations Bureau for testing and they have been exercising the system. What changes have come as a result of this testing have been completed.
- 11/04** \* Continue customer testing of the system. Begin programming the field devices and the interface between the device and the database. Also, we will begin attacking the batch reports and the method to submit them from a browser.
- 12/04** \* Customer testing of the system continued. Programming of the batch reports is near complete but still need to go through a system test. A method to submit the reports from the browser was developed.

## A-2

- 01/05** \* We have completed programming on two of the communication processes between the field unit and the data base.
- Vehicle information by plate and vin  
Scofflaw check by plate and vin
- 02/05** \* We have started to review all reports created for the new system. The goal is to go through all of them and weed out any which are not needed. Also, we will begin adding them to the report menu in anticipation of the system test. We also completed programming for the following communication processes between the field unit and the data base.
- Ticket insert and update  
Scofflaw ticket list
- 03/05** \* All real time and batch processes between the field units and the database have been completed. Also work has begun on the web pay portion of the system.



